



Altéa Departure Control – Customer Management enables you to boost productivity and optimise revenues while also enhancing the passenger experience through differentiated customer service.

To stay ahead, you need to deliver customer-centric, efficient and cost-competitive airport processes. You can only do this with a modern departure control system that offers advanced, integrated solutions. You need Altéa Departure Control – Customer Management.

The ultimate new generation solution

Altéa Departure Control – Customer Management is the ultimate solution for implementing new generation airport processes and mastering the whole customer experience. You can use it to facilitate agent activities for increased productivity and to optimise every opportunity for revenue generation, while also ensuring enhanced customer satisfaction at the airport.

This complete, cutting edge solution helps you enhance the passenger experience through differentiated customer service. It enables you to handle more and more passengers and seamlessly connect them with more and more flights – while still operating in the same space, managing increasing security constraints.

Unlike other systems built on technology dating from the 1970s, Altéa Departure Control – Customer Management is based on new generation technology and is seamlessly integrated in the whole plan, sell & fly process. It is designed to satisfy the latest business requirements and concepts, including all airlines' ground handling activities.

With Altéa Departure Control – Customer Management, you can:

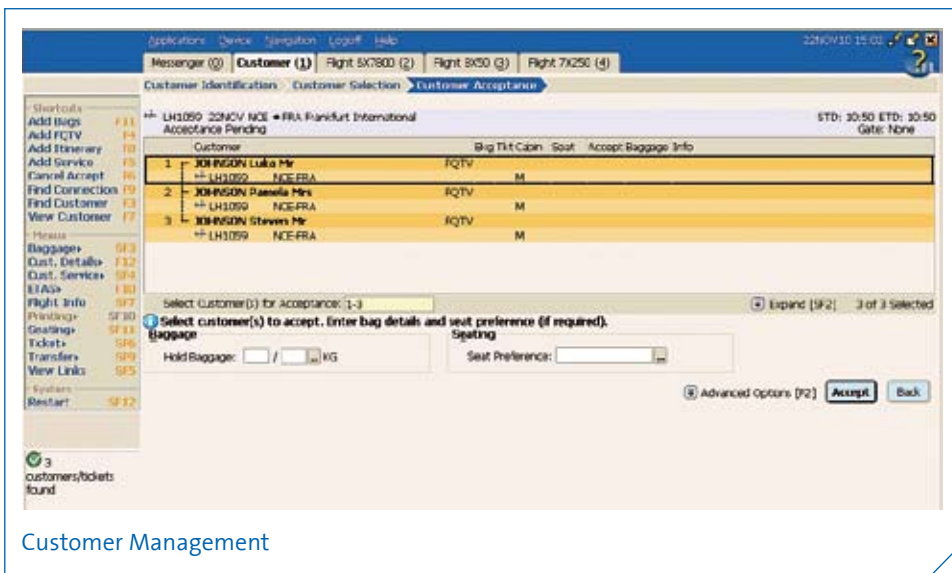
- > Improve agent productivity;
- > Optimise revenue opportunities;
- > Increase customer satisfaction.

Advanced, fully integrated technology

Available to airlines using Altéa Inventory and seamlessly integrated with all other Altéa solutions, Altéa Departure Control – Customer Management delivers multiple business benefits.

It can be used throughout the airport and was designed to automate as many functions as possible – everything from check-in to departure for your own passengers or for the passengers of the airlines you handle.

Fully adaptable to your specific business rules, it enables you to instantly implement business and marketing initiatives and apply revenue management techniques right up to departure. You can also support 100% self-service check-in as well as offering differentiated service to your most valuable customers.



Altéa Departure Control – Customer Management gives our staff a system that really supports their ability to offer a personalised, distinctive service to our passengers at all customer contact points, while at the same time delivering cost-effective and reliable operations.

Mike Re, CIO,
South African Airways

Key benefits at a glance

Increased productivity

- > Save time for all your airport customer service agents at check-in, boarding and to manage disrupted passengers;
- > Manage all handled airlines customers and proceed to customer records update with the same fully graphical application;
- > Achieve automation of back office tasks and perform them for multiple carriers without switching systems;
- > Some implemented airlines have seen typical productivity increases of up to 30%.

Increased revenue

- > Ensure collection of excess baggage charges;
- > Make any seats released at the airport immediately available for re-sale thanks to real-time integration with inventory and reservation systems;
- > Some implemented airlines have seen their revenues increase by up to 0.1%.

Increased customer satisfaction

- > Offer faster and simpler check-in;
- > Apply customer preferences for seating consistently;
- > Enable effective service recovery actions;
- > Provide consistent given priority to high-value customers (seating, alternative flights proposal upgrade, disruption management);
- > Increase revenue from repeat customers.

Reduced costs

- > Reduce cost of penalties due to reach of regulatory requirements;
- > Reduce costs related to flight delays due to early detection of passengers' issues that could impact flight departure.

An efficient IT model

- > Move to variable IT cost and benefit from shared infrastructure and community development to reduce total cost of ownership;
- > Benefit from tight integration of Altéa Departure Control – Customer Management with Altéa Reservation, Altéa Inventory and Altéa Departure Control – Flight Management.

Additional functionalities

You can customise Altéa Departure Control – Customer Management to meet your specific business needs by choosing additional functionalities from the following options:

- > Altéa Self-Service Check-In (Web, Kiosk, SMS and Mobile);
- > Altéa Passenger Watchlist;
- > Altéa Airport Link;
- > Altéa Airport Deployment Services;
- > Altéa Straight-to-Gate.

Trusted technology partner

As the global airline industry's leading technology partner, Amadeus is committed to helping you overcome your biggest business challenges by continuing to provide innovative and advanced integrated solutions, plus best-in-class support and expert consulting services.

Find out more

For further information, visit www.amadeus.com/airlineIT or speak to your Amadeus Account Manager today.

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